

SURVEY on the Subject: Satisfaction of Israel Citizens

Prepared for:

Dr. Abraham Huli

June 2003

1. Background and Goals

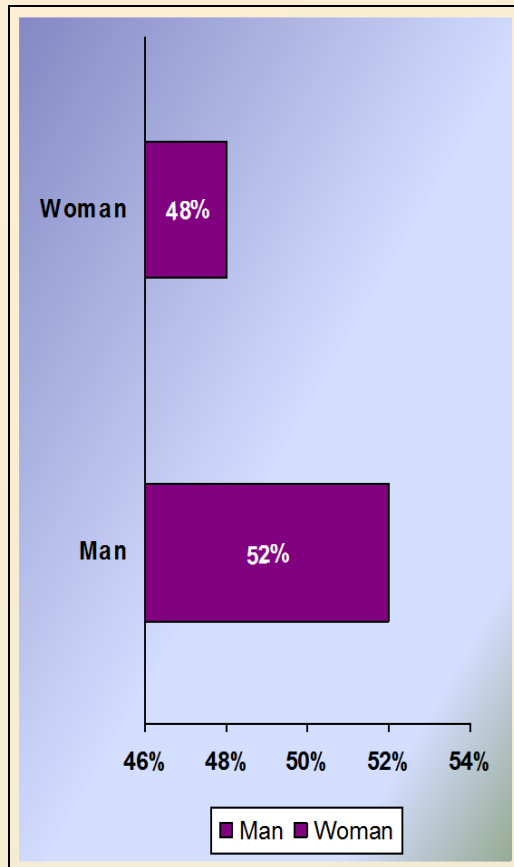
***Dr. Abraham Huli looked into the level of Citizensw satisfaction with thedomains of activity implemented by public, governmental and business entities and bodies among the adult, Hebrew speaking Jewish population in Israel.**

***To this end, Dr. Abraham Huli approached the “Mutagim” Research Institute.**

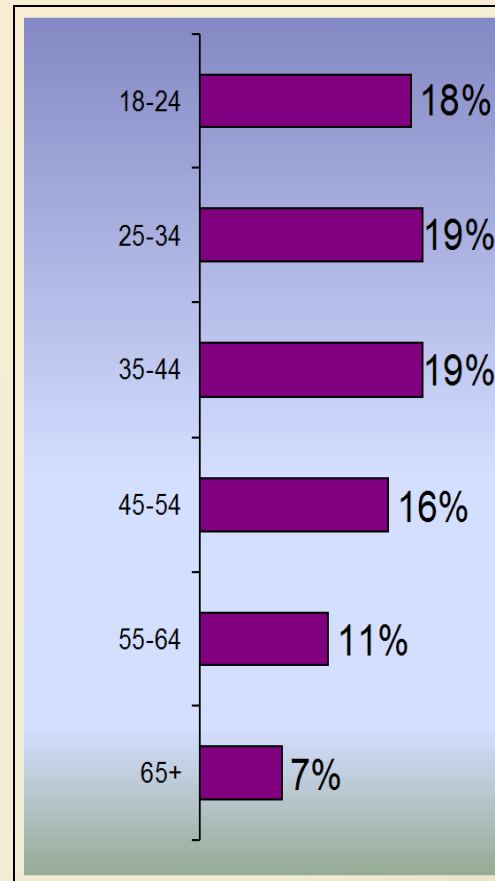
2. Methodology

- *A special-purpose telephone survey was conducted by aid of a questionnaire comprising 34 questions, consisting of 24 questions / parameters + 10 Socio-Demographic questions.**
- * The survey was conducted within a sample of 505 interviewees.**
- * All of the interviews were conducted from the telephone center of “Mutagim” Company, under current supervision and control, in the second half of May 2003.**

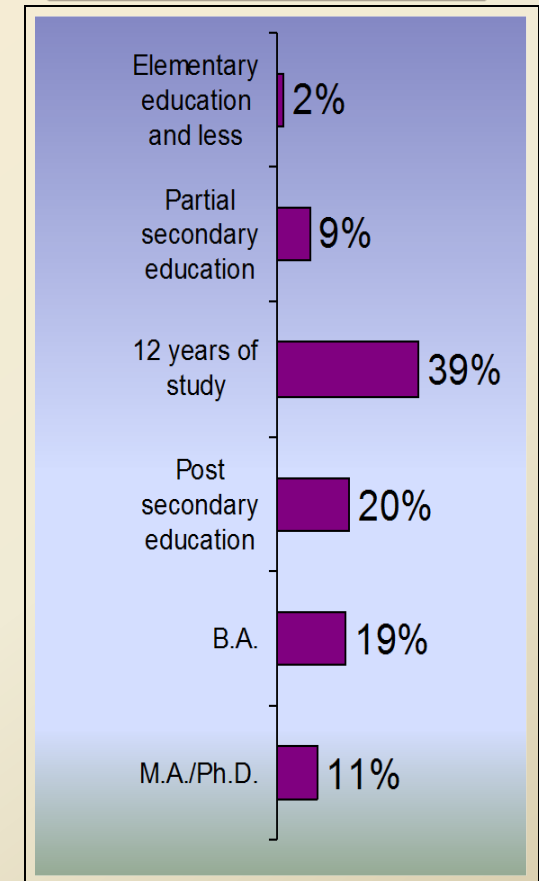
Sex



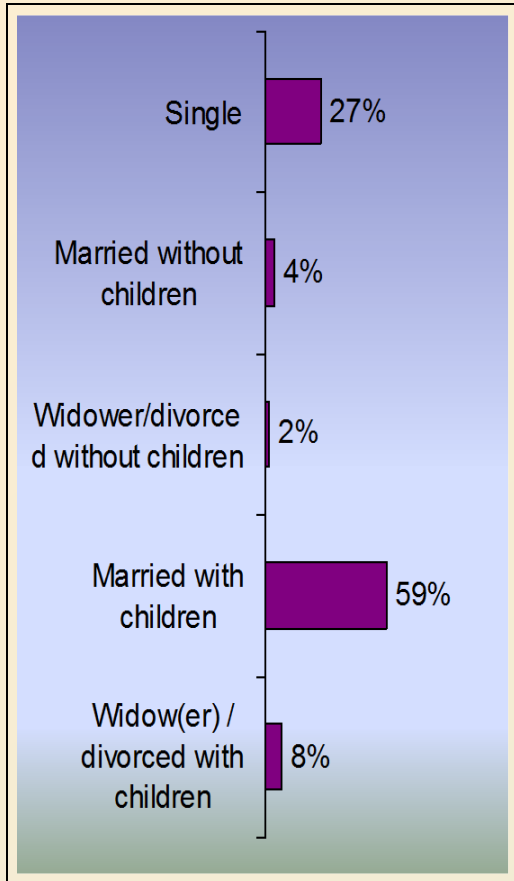
Age



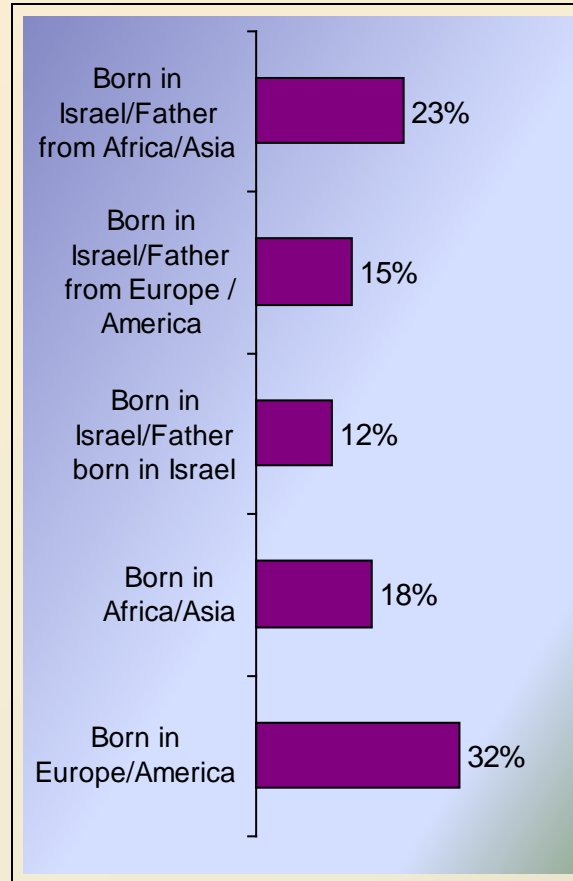
Education



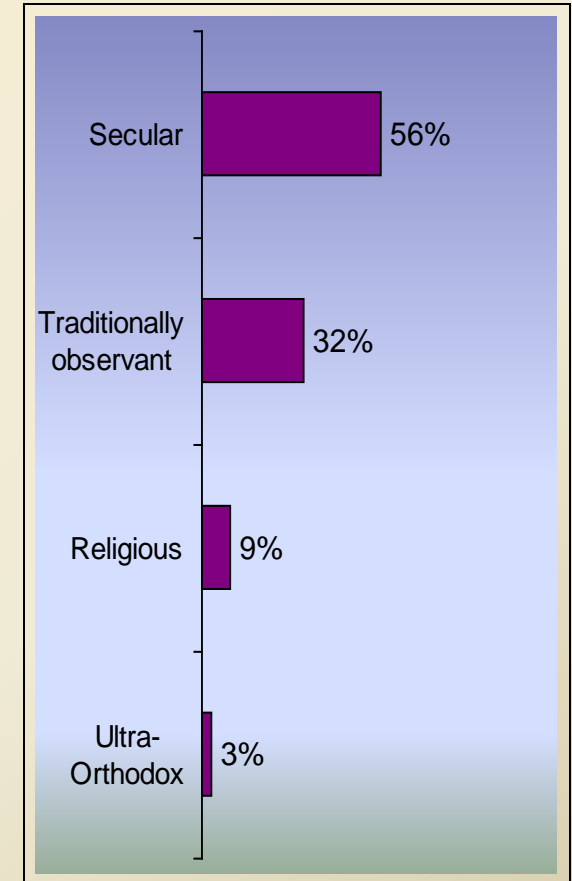
Family Status



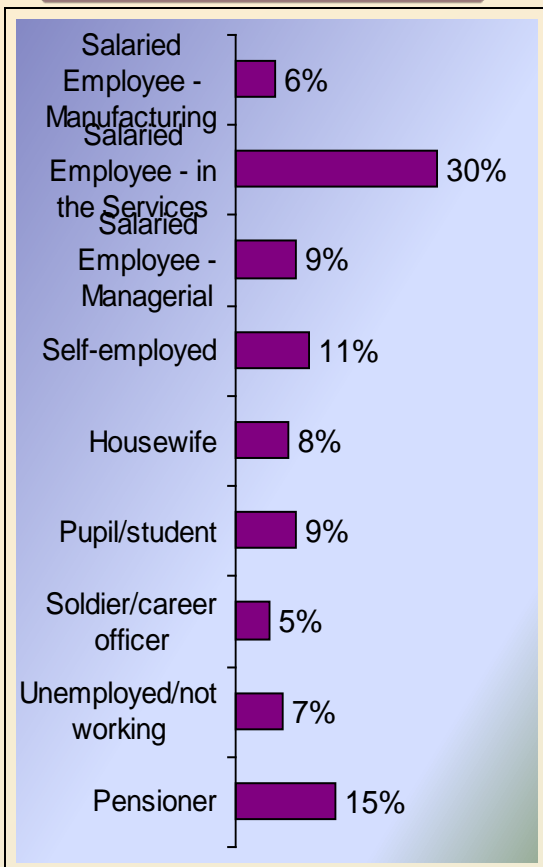
Country of Origin



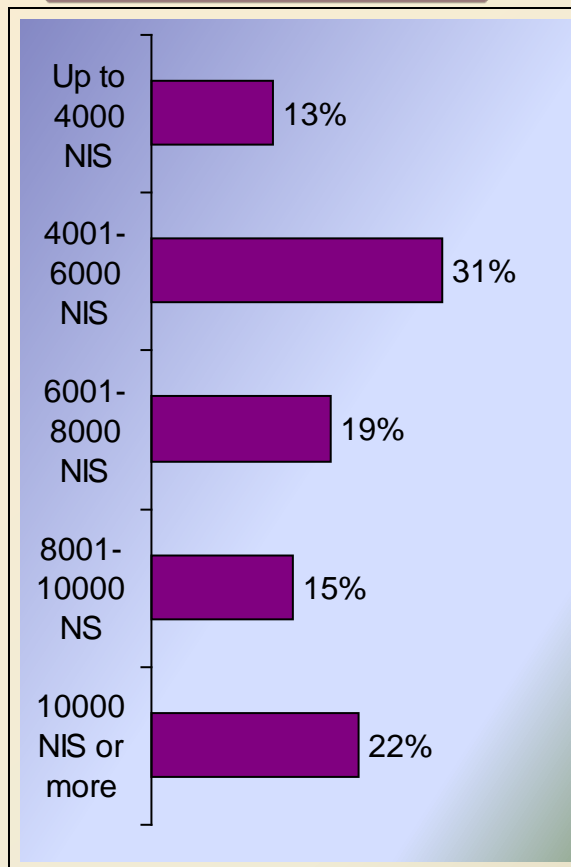
Religious Definition



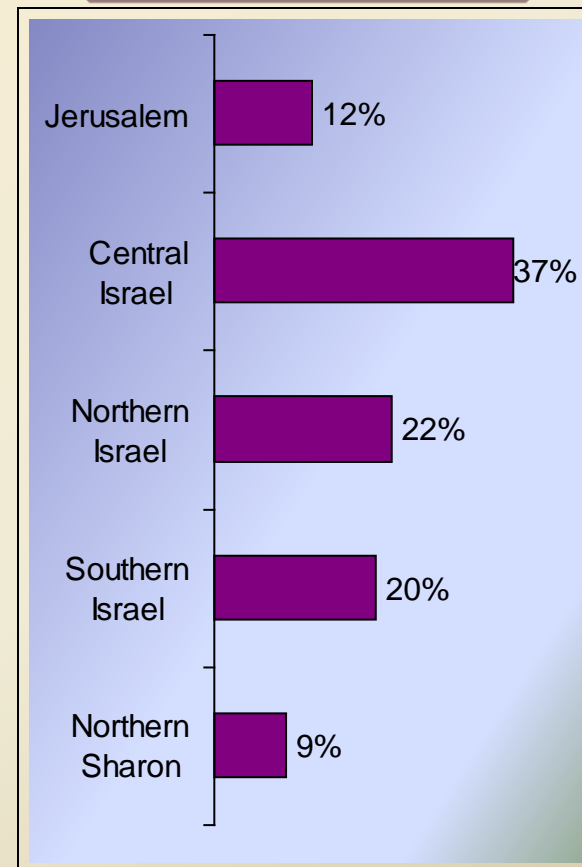
Occupation



Income



Residential Area



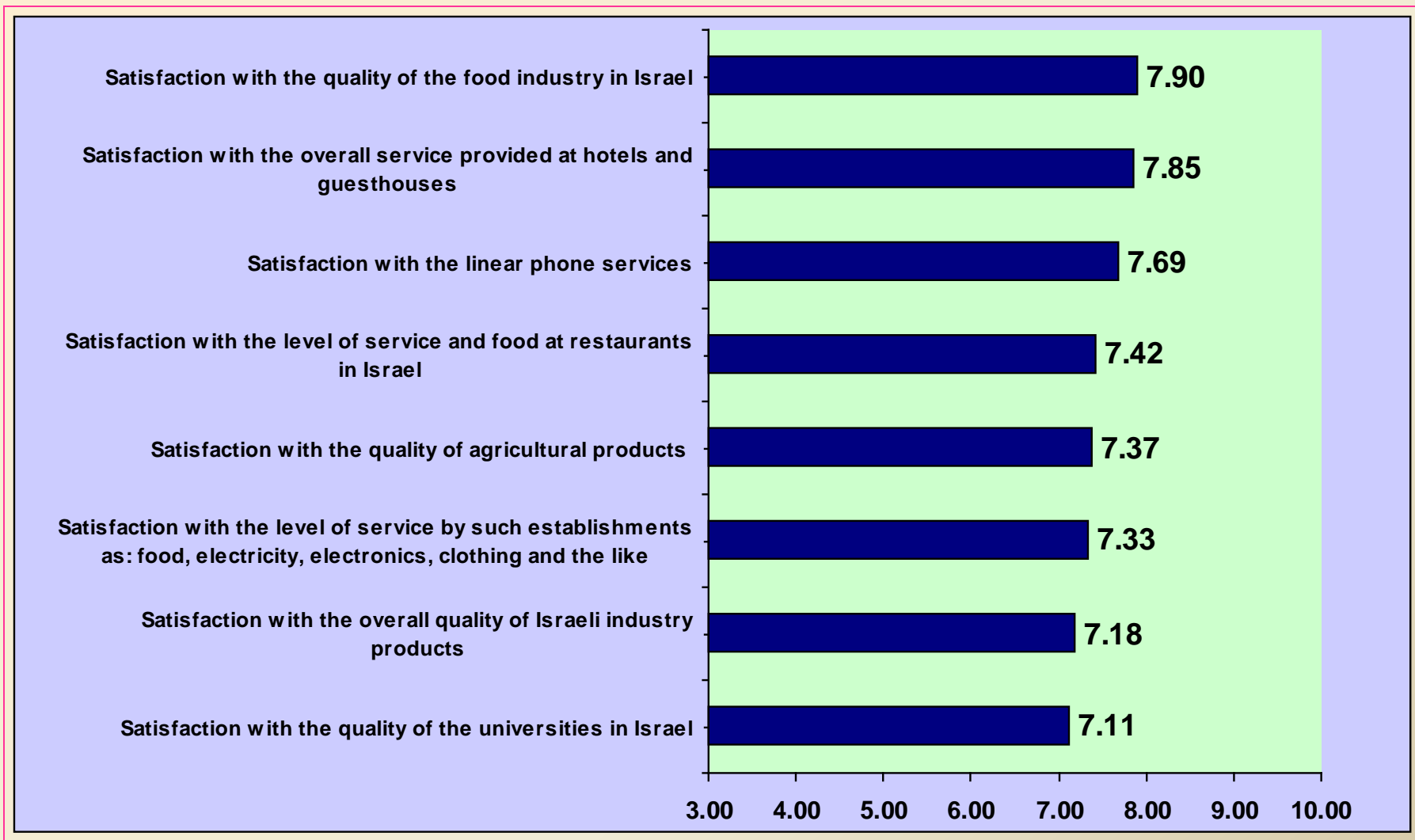
CONCLUSIONS

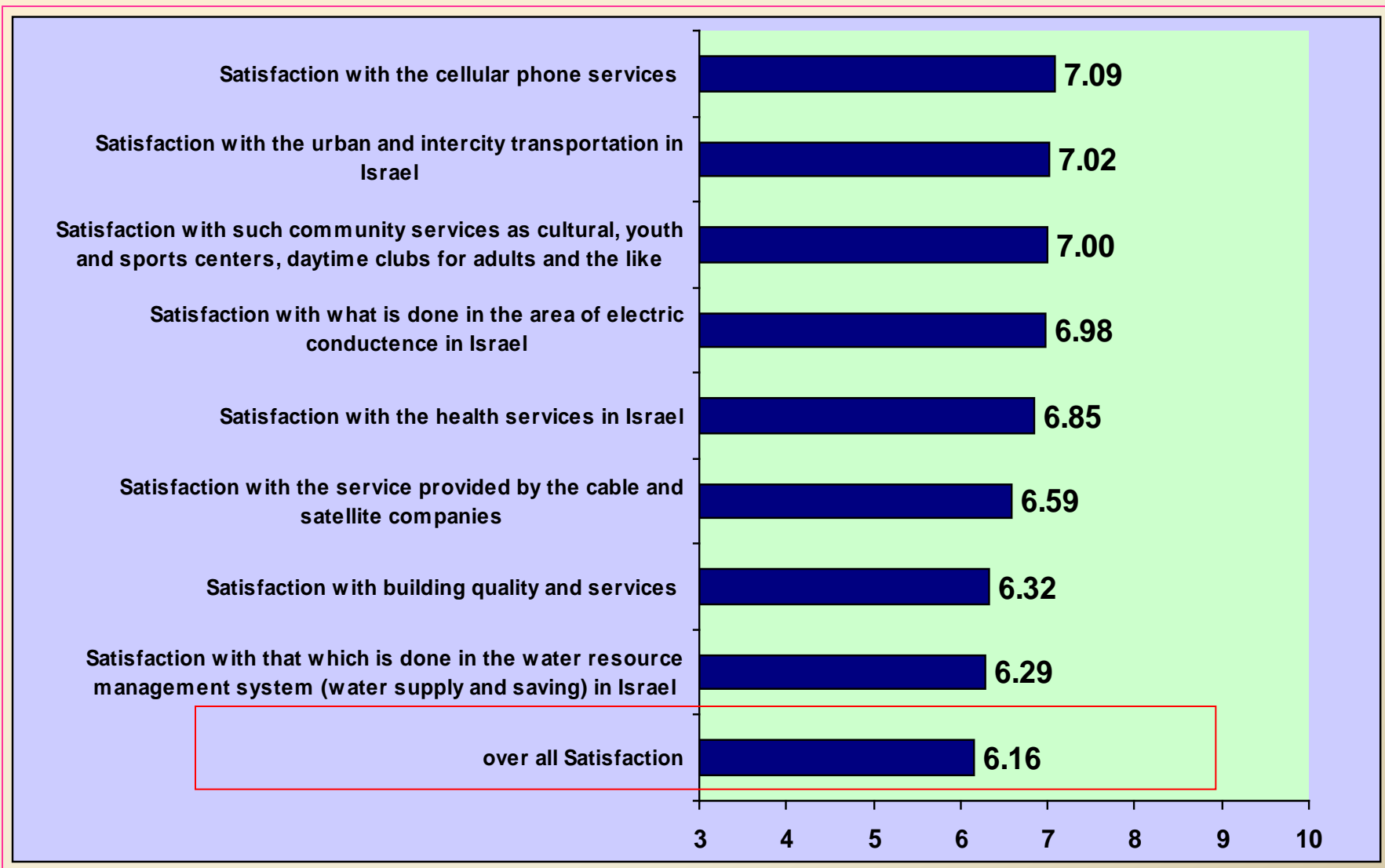
- 1. The general Satisfaction Level of the Citizens of Israel with the Areas of
Activity of Public, Governmental and Business Entities and Bodies Is
Somewhat Lower
than Medium: the grade given is 6.16 (out of 10)**

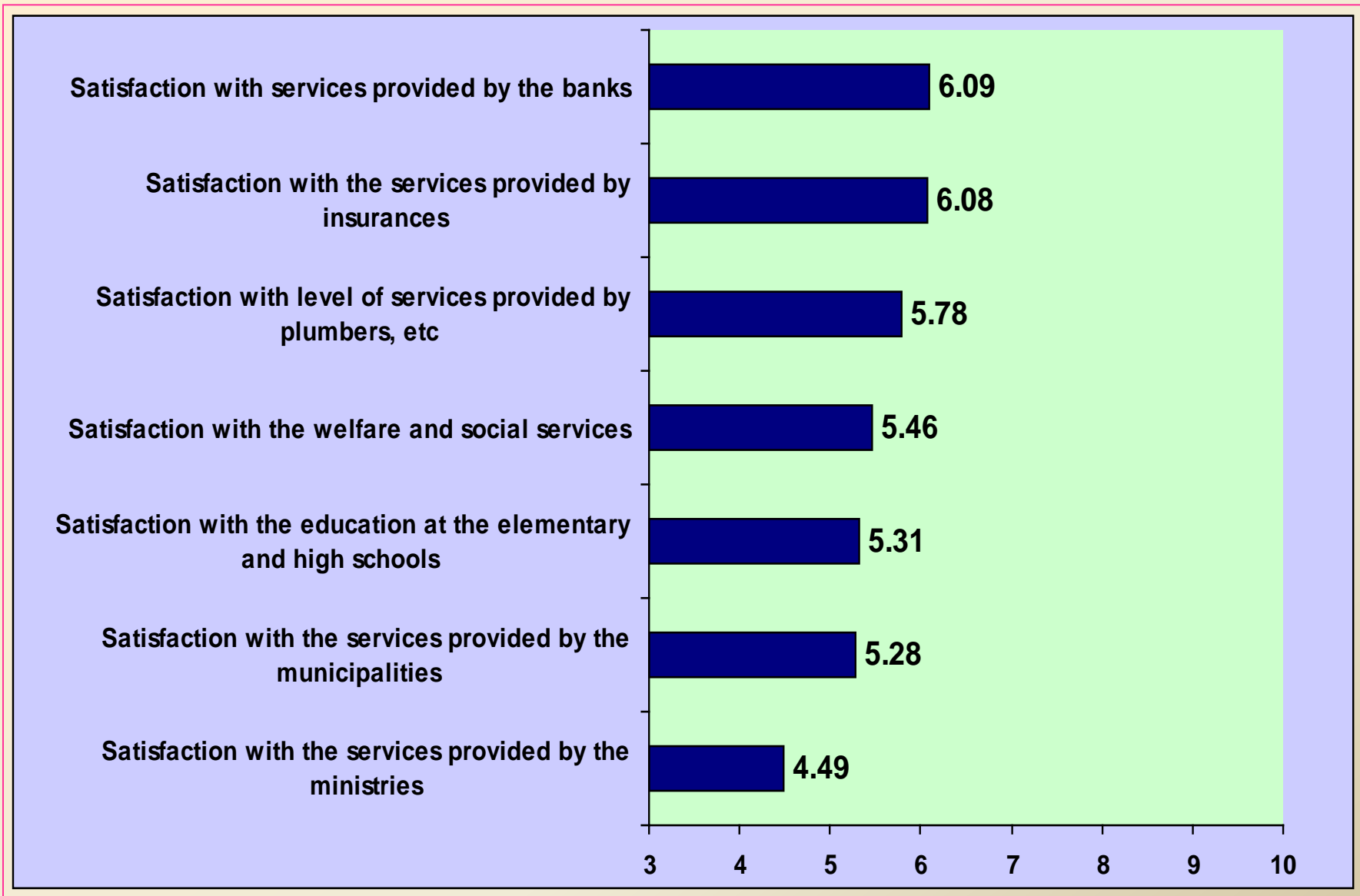
***The Bodies or Services Thus Examined Were:**

- 1. The food industry**
- 2. Hotels and guesthouses**
- 3. Linear telephone services**
- 4. Restaurants**
- 5. Agricultural products**
- 6. Services provided by establishments (food, electricity, electronics, clothing and so forth)**
- 7. Industrial products**
- 8. The universities**
- 9. Cellular phone services**
- 10. Urban and intercity transportation**
- 11. Community services (cultural, youth and sports centers and the like)**
- 12. The area of electric conductance**
- 13. Health services**
- 14. The services provided by the cable and satellite companies**
- 15. Building services**
- 16. The water resource management system**
- 17. The banks**
- 18. Insurance companies**
- 19. Services delivered by plumbers, technicians repairing washing machines, garages, etc.**
- 20. Welfare and social support services**
- 21. Education at elementary schools and at high schools**
- 22. Services provided by municipalities and local councils**
- 23. Services provided by the ministries**
- 24. Over all Satisfaction**

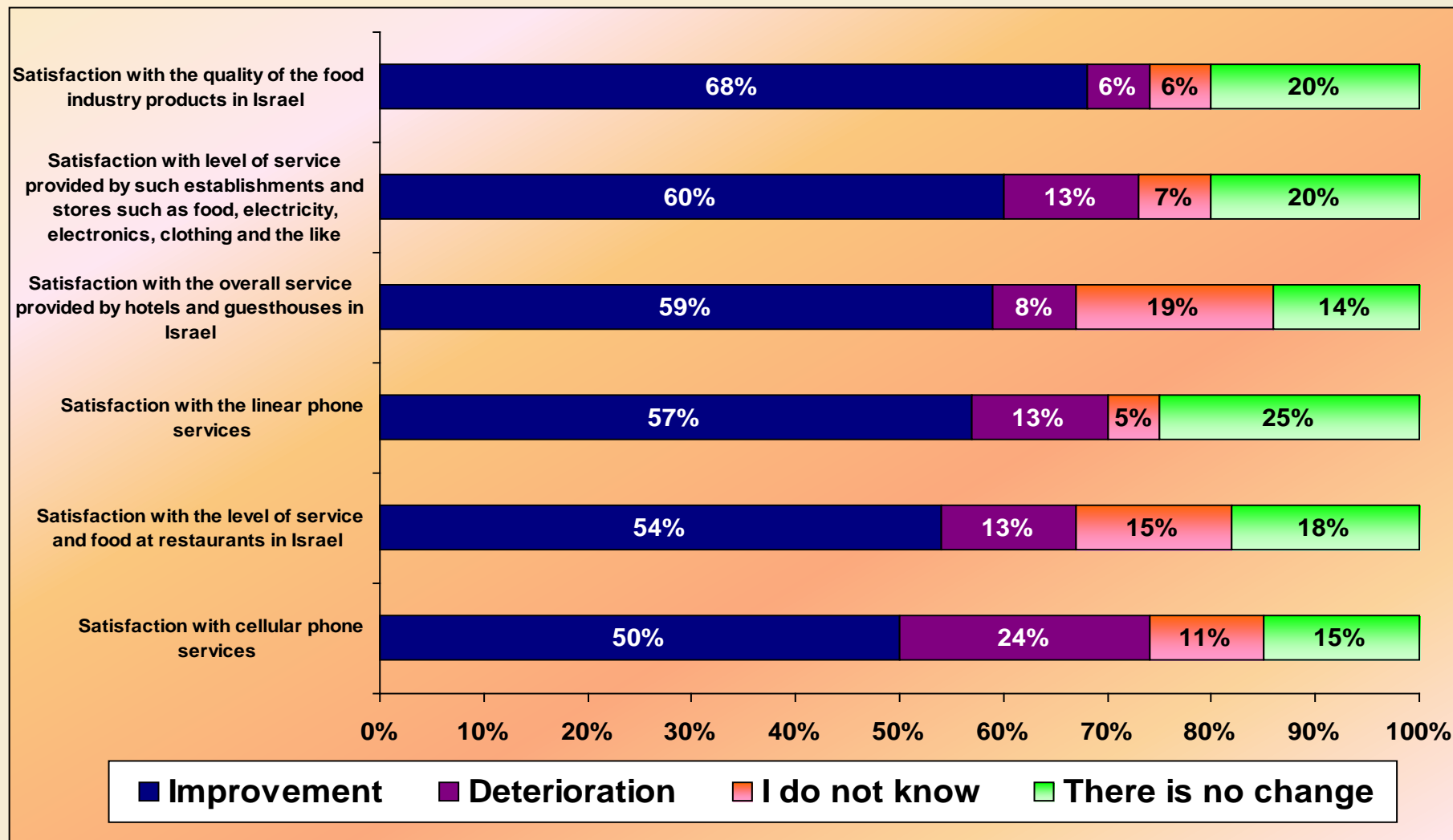
1. Ranking the Satisfaction Level with the Areas of Activity-grading from 1 to 10, with scoring highly

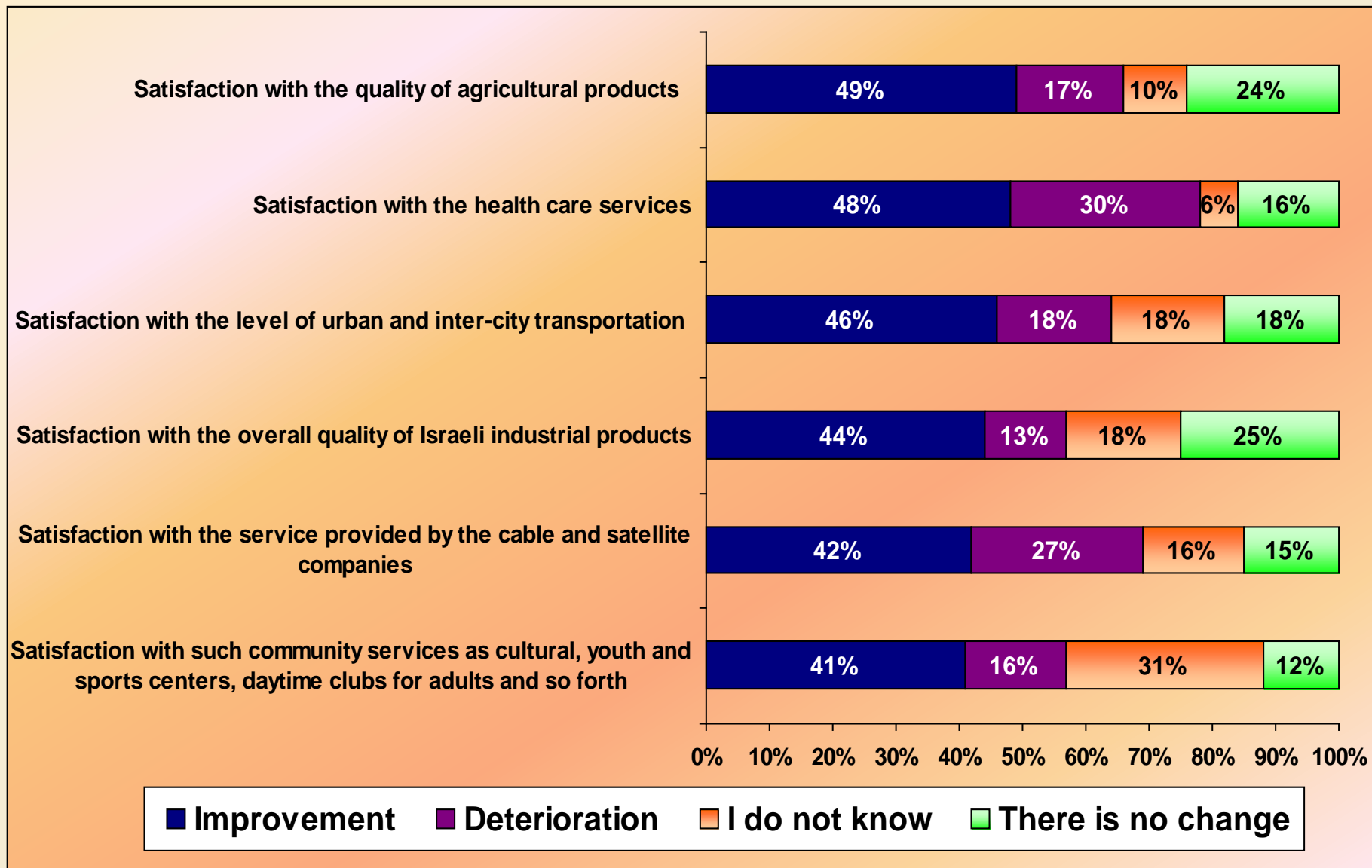


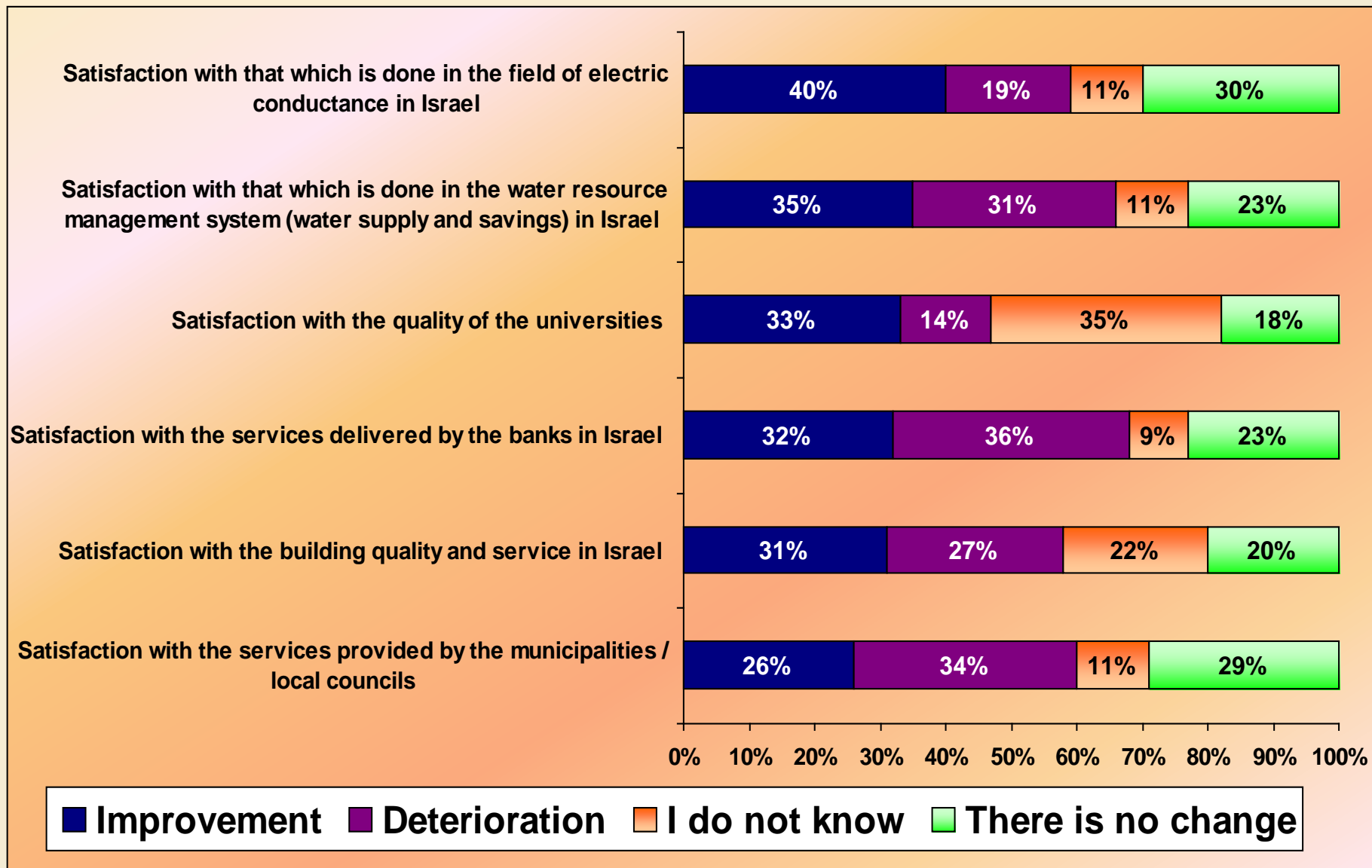


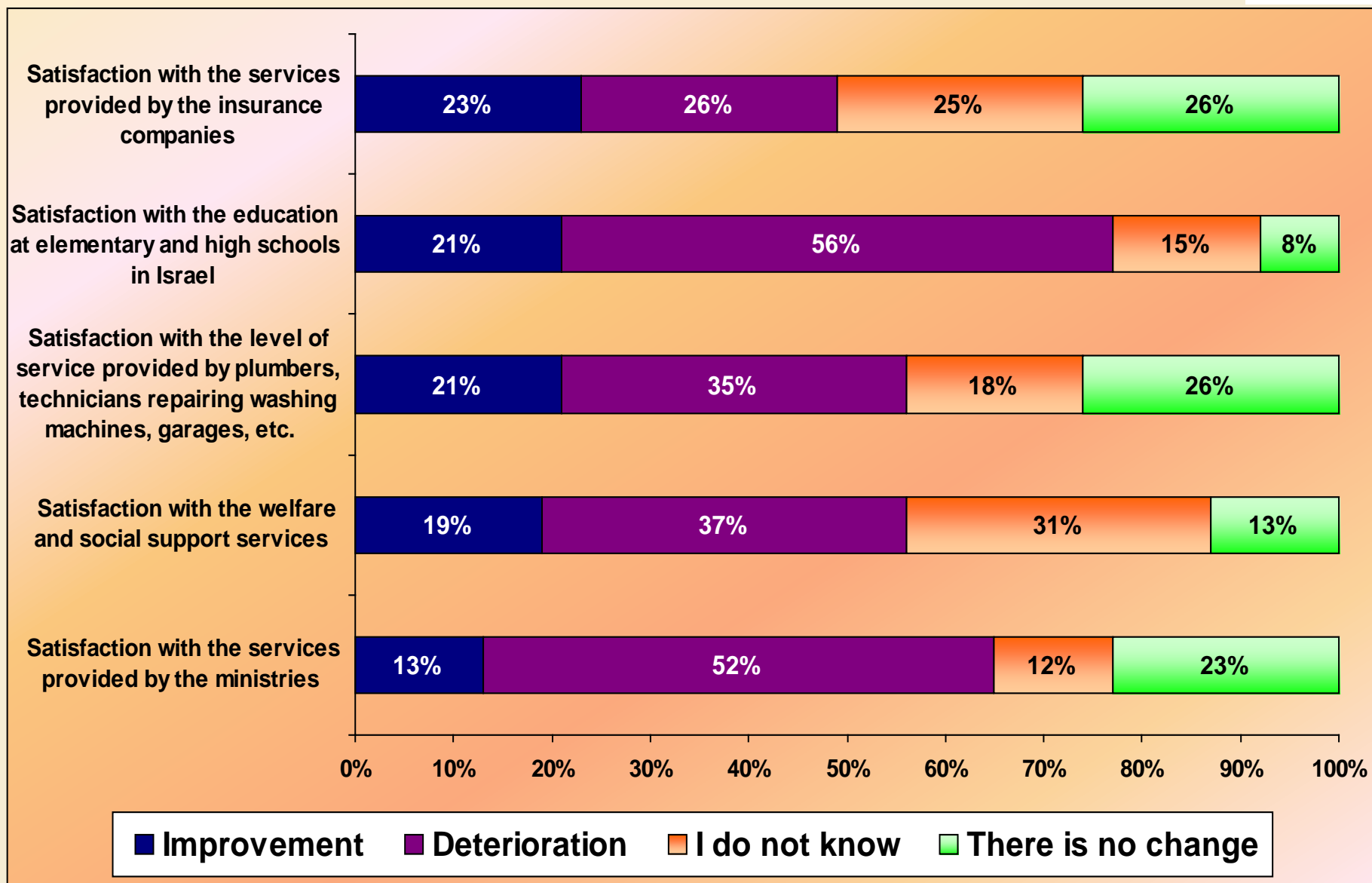


4. Ranking the Satisfaction Level with the Areas of Activity– Improvement or a Deterioration as Compared with the Last Year









* From the factor analysis performed, it emerges that the 23 fields in question were grouped to 4 Content Worlds affecting the level of satisfaction on the part of the Citizens of Israel.

* Each content world contains several fields and exerts a proportional influence, as a function of the relative importance or weight it has taken on.

* Content World no. 1 (whose relative weight of 42%) is the one which exerts the greatest influence on the level of satisfaction of the Citizens, with the implication that the higher the satisfaction level in the areas found in said content world, the higher will be the level of satisfaction on the part of the Citizens.

⇒ It is followed by “content world” no. 2 (relative weight of 27%)

⇒ Which is followed by “content world” no. 3 (relative weight of 21%)

⇒ Which is followed by “content world” no. 4 (relative weights of 9%)

* In “content world” no. 1 are listed (in decreasing order as regards their relative weight) the relevant fields, so that the further you proceed on this list, the weight of said field is lower and it exerts a lesser influence within its content world:

1. Ministries

5. Education

2. Banks

6. Municipalities and local councils

3. Plumbers and the like

7. Insurance companies

4. Cable and satellite comp.

8. Universities

Due to the high relative weight of “content world” no. 1, as compared with the remaining content worlds, it stands to reason that the higher the level of satisfaction with the bodies recorded within it, the higher will be the general satisfaction level on the part of the Citizens in Israel.

Ranking the Satisfaction Level in the Various Fields as Against the Socio-Demographic Characteristics

BY SEX:

	The Sex of the Interviewee	
	Men	Women
Satisfaction with the overall quality of Israeli industrial products	7	7.4
Satisfaction with the services provided by the ministries	4.3	4.7
Satisfaction with the services provided by the municipalities / local councils	5.1	5.5
Satisfaction with the quality of agricultural products	7.3	7.4
Satisfaction with the food industry quality	7.8	8
Satisfaction with the service provided by the cable and satellite companies	6.5	6.7
Satisfaction with the services delivered by the banks	6.1	6.1
Satisfaction with that which is done in the field of electric conductance	6.9	7
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.4	6.2
Satisfaction with the building quality and service in Israel	6.3	6.4
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	5.6	6
Satisfaction with the overall service provided by hotels and guesthouses	7.6	8.1
Satisfaction with food service in the restaurants	7.4	7.5

Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)

BY SEX:

	The Sex of the Interviewee	
	Men	Women
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.1	7.5
Satisfaction with the level of urban and inter-city transportation	6.8	7.3
Satisfaction with the linear phone services	7.7	7.7
Satisfaction with cellular phone services	7.1	7.1
Satisfaction with the services provided by the insurance companies	5.9	6.3
Satisfaction with the education at elementary and high schools	5.3	5.4
Satisfaction with the quality of the universities	7	7.2
Satisfaction with the healthcare services	6.6	7.1
Satisfaction with the welfare and assistance services	5.2	5.7
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	6.8	7.2
over all Satifaction	6.2	6.2

Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)

	Age of the Interviewees					
	18-24	25-34	35-44	45-54	55-64	65 or more
Satisfaction with the overall quality of Israeli industrial products	7.2	7.2	7	7.2	7.4	7.1
Satisfaction with the services provided by the ministries	5.1	4.5	4.3	4.4	4.1	4.4
Satisfaction with the services provided by the municipalities / local councils	5.8	5	5.4	5.1	5	5.1
Satisfaction with the quality of agricultural products in this country	7.6	6.9	7.3	6.9	7.9	7.8
Satisfaction with the food industry quality	8.2	7.9	7.9	8.8	7.8	7.4
Satisfaction with the service provided by the cable and satellite companies	7.3	6.6	6.2	6.9	6.4	6.8
Satisfaction with the services delivered by the banks	6.7	5.7	5.8	5.9	6	6.4
Satisfaction with that which is done in the field of electric conductance	7.2	6.5	6.6	7.3	7.4	7.2
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.6	6.3	6	6.6	5.7	6.4
Satisfaction with the building quality and service	7.3	6.2	6	6.2	5.5	6.3
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	6.5	5.9	5.4	5.6	5.3	5.8
Satisfaction with the overall service provided by hotels and guesthouses	8.4	7.9	7.6	8	7.3	7.6
Satisfaction with food service in the restaurants	7.9	8	7	7.4	7.1	6.8

Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)

BY AGE:

	Age of the Interviewees					
	18-24	25-34	35-44	45-54	55-64	65 or more
Satisfaction with the level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.7	7.5	7.1	7.2	7.1	7.3
Satisfaction with the level of urban and inter-city transportation in Israel	6.9	6.8	7.1	7.3	6.7	7.3
Satisfaction with the linear phone services	7.4	7.3	7.5	8.1	7.9	8.2
Satisfaction with cellular phone services	6.8	7.2	7.1	7.3	7.1	7.1
Satisfaction with the services provided by the insurance companies	6.2	6.3	6.1	5.9	5.5	6.5
Satisfaction with the education at elementary and high schools in Israel	5.1	4.8	5.1	6.1	5.8	5.3
Satisfaction with the quality of the universities	7.4	6.5	6.6	7.7	7.1	7.4
Satisfaction with the health care services	7.6	6.9	6.4	6.7	6.5	6.8
Satisfaction with the welfare and assistance services	5.6	5.5	5.2	5.2	5.3	5.9
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	7.3	6.8	6.6	7.1	7	7.3
over all Satisfaction	6.6	6.1	5.9	6.2	6.2	6.1

Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)

	elementary education and less	partial secondary education	12 years of study	post secondary education	BA	MA/Ph.D
Satisfaction with the overall quality of Israeli industrial products	7.2	7.5	7.3	7	6.9	7.3
Satisfaction with the services provided by the ministries	5.1	3.5	4.6	4.7	4.4	4.3
Satisfaction with the services provided by the municipalities / local councils	4.3	4.6	5.3	5.8	5.1	5.2
Satisfaction with the quality of agricultural products	8.2	6.9	7.4	7.5	7.2	7.5
Satisfaction with the food industry quality	7.3	8.5	8	7.8	7.6	8
Satisfaction with the service provided by the cable and satellite companies	7	6.6	6.8	6.7	5.8	6.6
Satisfaction with the services delivered by the banks	5.2	5.4	6.4	6.1	6	6.1
Satisfaction with that which is done in the field of electric conductance	7.3	6.7	7.1	6.9	6.9	6.9
Satisfaction with that which is done in the water resource management system (water supply and savings)	5	6.6	6.5	6.2	5.9	6.4
Satisfaction with the building quality and service in Israel	5.1	6.7	6.7	6.1	6	5.7
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	8.1	4.7	6.1	5.8	5.5	5.9
Satisfaction with the overall service provided by hotels and guesthouses	5.7	7.8	8.1	7.8	7.6	7.5
Satisfaction with food service in the restaurants	4.5	7.1	7.7	7.2	7.4	7.5
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.1	7.5	7.6	7.1	7	7
Satisfaction with the level of urban and inter-city transportation	4.8	6.7	7.3	7.1	6.6	7.2
Satisfaction with the linear phone services	8.4	7.7	7.8	7.5	7.7	7.6
Satisfaction with cellular phone services	8.5	6.2	7.1	7.2	7.2	7.2
Satisfaction with the services provided by the insurance companies	7.8	6.3	6	6.3	5.7	6.1
Satisfaction with the education at elementary and high schools	5.2	5	5.3	5.3	5.2	5.8
Satisfaction with the quality of the universities	4.5	6.1	7.4	7.2	7	7.2
Satisfaction with the health care services	7.3	6.6	7.4	6.5	6.3	6.8
Satisfaction with the welfare and assistance services	6	4.5	5.9	5.6	4.9	4.8
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	5.9	7.1	7.3	6.6	7	6.6
over all Satisfaction	6.9	6.2	6.2	6	6	6.5

***Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)***

	single	married without children (#)	widow/divorce without children (#)	married with children	widow/divorce with children
Satisfaction with the overall quality of Israeli industrial products	7.1	7.1	6.7	7.3	6.6
Satisfaction with the services provided by the ministries	4.8	5.2	4.3	4.3	4.3
Satisfaction with the services provided by the municipalities / local councils	5.6	4.8	4.2	5.3	5.1
Satisfaction with the quality of agricultural products	7.3	7.4	6.9	7.5	6.9
Satisfaction with the food industry quality	8.1	7.6	8	7.9	7.6
Satisfaction with the service provided by the cable and satellite companies	7.1	6.4	6	6.5	6
Satisfaction with the services delivered by the banks	6.3	6.5	5.1	6.1	5.7
Satisfaction with that which is done in the field of electric conductance	7.1	6.8	5.8	7	6.9
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.4	5.4	4.8	6.4	6
Satisfaction with the building quality and service in Israel	6.7	6.4	5.1	6.4	5.2
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	6.1	6.2	6.4	5.7	5.2
Satisfaction with the overall service provided by hotels and guesthouses	8.2	8.1	5.7	7.8	7.4
Satisfaction with food service in the restaurants	7.9	7.9	6.3	7.3	6.7
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.5	7.5	5.9	7.4	6.8
Satisfaction with the level of urban and inter-city transportation	6.8	7.4	7.1	7.2	6.8
Satisfaction with the linear phone services	7.4	7.8	7.4	7.8	7.8
Satisfaction with cellular phone services	7.1	7.5	7.1	7.1	6.7
Satisfaction with the services provided by the insurance companies	6.1	6.7	5.9	6.1	5.7
Satisfaction with the education at elementary and high schools	4.8	5.3	5.3	5.6	4.9
Satisfaction with the quality of the universities	7.1	7.4	5.7	7.2	7
Satisfaction with the health care services	7.3	7.4	7.1	6.8	6.1
Satisfaction with the welfare and assistance services	5.5	5.9	6.4	5.4	5.4
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	7.1	7.4	7.7	6.9	7
over all Satisfaction	6.2	6.3	6.1	6.2	6

Fields Which Received Emphasis – Statistically Significant Differences (for Groups Comparing 30 Interviewees and Above) (#) less than N=30

	Born in Israel/Father from Africa/Asia	Born in Israel/Father from Europe / America	Born in Israel/Father born in Israel	Born in Africa/Asia	Born in Europe/America
Satisfaction with the overall quality of Israeli industrial products	7.5	7.4	7.4	7.6	6.6
Satisfaction with the services provided by the ministries	4.7	4.2	4.5	5	4.2
Satisfaction with the services provided by the municipalities / local councils	5.2	5.5	5.7	5	5.2
Satisfaction with the quality of agricultural products	7.4	7.6	7.8	7.4	7
Satisfaction with the food industry quality	8.2	8	8.3	7.8	7.6
Satisfaction with the service provided by the cable and satellite companies	7.1	6.2	7	6.6	6.3
Satisfaction with the services delivered by the banks	6.2	5.8	6.1	5.9	6.2
Satisfaction with that which is done in the field of electric conductance	7.2	7.1	7.1	6.9	6.8
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.4	6.1	6.7	6.6	6
Satisfaction with the building quality and service in Israel	6.7	6.4	6.7	6.6	5.6
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	5.9	6.1	6.5	5.3	5.6
Satisfaction with the overall service provided by hotels and guesthouses	8.1	7.9	8.2	7.8	7.5
Satisfaction with food service in the restaurants	7.6	7.7	7.8	7	7.3
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.6	7.3	7.7	7.5	6.9
Satisfaction with the level of urban and inter-city transportation	7	6.8	7	7.4	6.9
Satisfaction with the linear phone services	7.4	7.9	7.7	8.2	7.6
Satisfaction with cellular phone services	7.1	7.2	7	7.3	7
Satisfaction with the services provided by the insurance companies	6	6.3	6.6	5.4	6.2
Satisfaction with the education at elementary and high schools	5.3	5.3	5.5	5.8	5
Satisfaction with the quality of the universities	6.8	7.4	7.5	7.2	7
Satisfaction with the health care services	7	7.1	7	7.3	6.4
Satisfaction with the welfare and assistance services	5.3	5.3	5.7	6	5.2
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	7.4	7	7.1	7.1	6.6
over all Satisfaction	6.1	6.2	6.4	6.3	6

	secular	traditionally observant	religious	ultra orthodox (#)
Satisfaction with the overall quality of Israeli industrial products	6.8	7.7	7.5	8
Satisfaction with the services provided by the ministries	4.2	4.8	5.3	4.3
Satisfaction with the services provided by the municipalities / local councils	5.1	5.3	5.7	5.6
Satisfaction with the quality of agricultural products	7.1	7.6	8.2	7.8
Satisfaction with the food industry quality	7.8	8	8.5	8.3
Satisfaction with the service provided by the cable and satellite companies	6.4	6.9	7.4	2.4
Satisfaction with the services delivered by the banks	6	6.1	6.5	5.8
Satisfaction with that which is done in the field of electric conductance	6.8	7.1	7.2	7.5
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.1	6.3	7.5	6.9
Satisfaction with the building quality and service in Israel	5.9	6.9	7.1	5.7
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	5.7	5.6	6.7	7.3
Satisfaction with the overall service provided by hotels and guesthouses	7.6	8.1	8.2	8.3
Satisfaction with food service in the restaurants	7.4	7.4	7.7	7.2
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.1	7.6	7.1	8.5
Satisfaction with the level of urban and inter-city transportation	6.8	7.2	7.5	7.4
Satisfaction with the linear phone services	7.6	7.9	7.6	7.5
Satisfaction with cellular phone services	7.1	7	7.4	7.5
Satisfaction with the services provided by the insurance companies	5.9	6.3	6.5	6.8
Satisfaction with the education at elementary and high schools	5	5.7	5.9	4.3
Satisfaction with the quality of the universities	7.1	7.3	7.3	5.8
Satisfaction with the health care services	6.6	7.3	7.1	6.9
Satisfaction with the welfare and assistance services	5.2	5.8	5.9	5.8
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	6.8	7.3	6.9	7.6
over all Satisfaction	6.1	6.2	6.8	6.3

Fields Which Received Emphasis – Statistically Significant Differences (for Groups Comparing 30 Interviewees and Above) (#) less than N=30

	Salaried Employee - Manufacturing	Salaried Employee - in the Services	Salaried Employee - Managerial Position	Self-employed	Housewife	Pupil/student	Soldier/career officer(#)	Unemployed /not working	Pensioner
Satisfaction with the overall quality of Israeli industrial products	7	7.2	7.1	7.1	7.4	7.2	6.9	7.3	7.2
Satisfaction with the services provided by the ministries	4.1	4.5	4.7	4.3	4.1	4.7	5.2	4.3	4.6
Satisfaction with the services provided by the municipalities / local councils	4.8	5.4	5.1	4.6	5.2	5.9	6.4	4.8	5.3
Satisfaction with the quality of agricultural products	7.3	7.4	7.2	7.2	7.3	7.6	7.3	6.1	8
Satisfaction with the food industry quality	7.7	8.1	8.1	7.8	8.1	7.8	7.9	8.2	7.4
Satisfaction with the service provided by the cable and satellite companies	7.1	6.7	6.3	5.7	6.2	7.3	7.6	6.9	6.3
Satisfaction with the services delivered by the banks	5.6	6.2	6.2	5.6	5.5	6.4	7.4	5.6	6.3
Satisfaction with that which is done in the field of electric conductance	7	7.1	6.3	7.1	7	6.8	7.3	7.2	7.1
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.3	6.5	5.7	5.8	6.6	6.2	6.6	6	6.5
Satisfaction with the building quality and service in Israel	5.5	6.4	5.5	5.9	6.3	7.5	6.4	6.6	6.4
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	5.9	6.1	5	5.6	6.1	6.5	5.6	5	5.5
Satisfaction with the overall service provided by hotels and guesthouses	7.4	7.9	7.4	7.9	8	8.4	7.8	7.5	7.7
Satisfaction with food service in the restaurants	6.9	7.5	7.5	7	6.9	8.1	7.9	7.6	7.2
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7	7.4	7.3	6.9	7.2	7.6	7.6	7.5	7.4
Satisfaction with the level of urban and inter-city transportation	6.2	7.3	7.1	6.5	7.1	6.7	7.5	6.9	7.4
Satisfaction with the linear phone services	7.5	7.8	7.2	7.9	7.6	6.9	7.6	7.8	8.2
Satisfaction with cellular phone services	7	7.3	6.7	6.9	7.1	7.3	6.7	7.1	7.2
Satisfaction with the services provided by the insurance companies	5.9	6.2	6.3	5.5	6.5	6.8	6.3	4.6	6.5
Satisfaction with the education at elementary and high schools	5.6	5.7	5	5	4.9	5	5.5	4.8	5.6
Satisfaction with the quality of the universities	7.4	7.1	6.8	7.1	7.1	7.4	7.3	5.7	7.5
Satisfaction with the health care services	6.9	6.9	6	6.6	7.2	7.1	7.6	7.1	7
Satisfaction with the welfare and assistance services	5.1	5.6	4.5	5.3	5.4	5.5	6.8	4.3	6.3
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	6.8	7.2	6.4	6	7	7.5	7	7.1	7.3
over all Satisfaction	6.4	6.4	5.9	5.6	5.9	6.2	6.7	6.6	6

Fields Which Received Emphasis – Statistically Significant Differences (for Groups Comparing 30 Interviewees and Above) (#) less than N=30

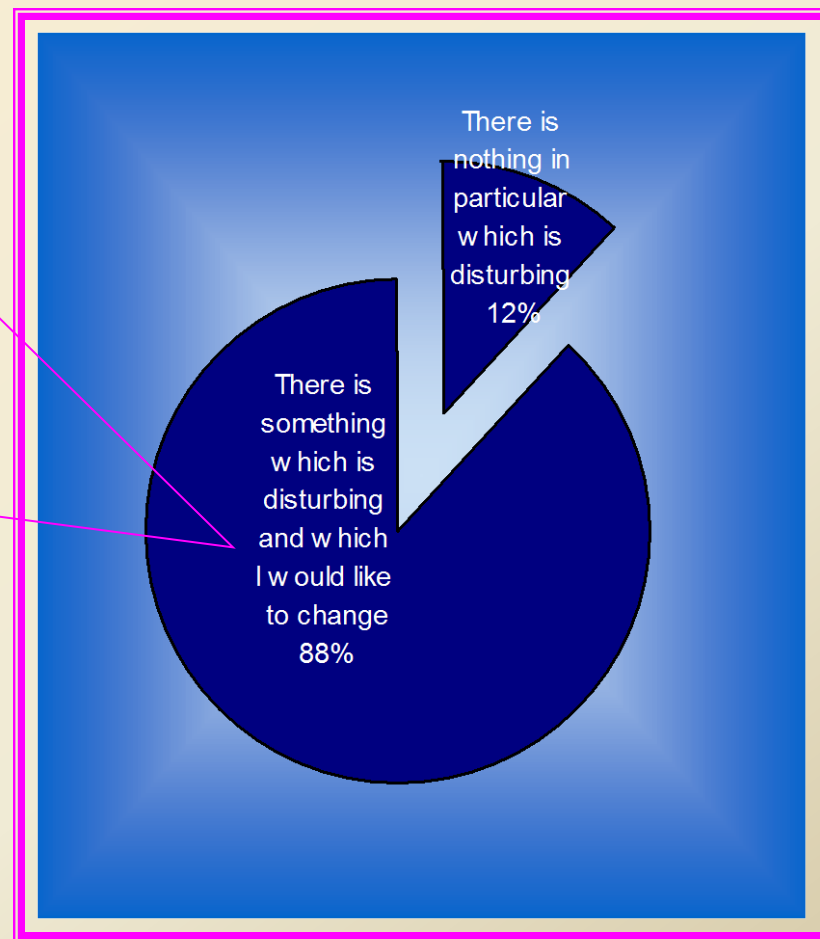
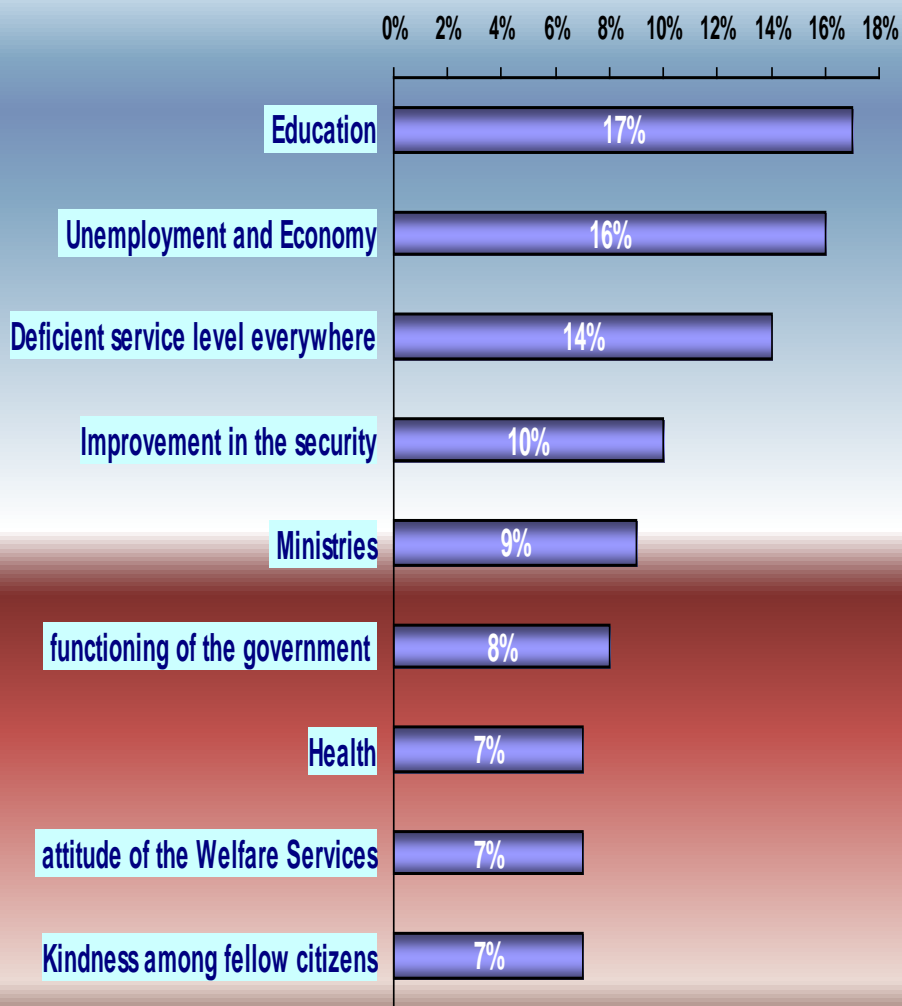
	until 4000 nis	4001-6000 nis	6001-8000 nis	8001- 10000 nis	above 10000 nis
Satisfaction with the overall quality of Israeli industrial products	7.9	7.1	6.9	7.3	7.1
Satisfaction with the services provided by the ministries	4.6	4.6	4	5.2	4.5
Satisfaction with the services provided by the municipalities / local councils	4.9	5.4	5	5.6	5.3
Satisfaction with the quality of agricultural products	7.6	7.4	7.3	7.8	7.3
Satisfaction with the food industry quality	7.5	7.9	7.9	8.1	8
Satisfaction with the service provided by the cable and satellite companies	6.5	6.4	7	7.1	6.6
Satisfaction with the services delivered by the banks	5.4	6	6.5	6.7	6.3
Satisfaction with that which is done in the field of electric conductance	6.2	7.2	6.7	8	6.5
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.5	6.5	6.5	6	5.9
Satisfaction with the building quality and service in Israel	6.1	6.6	6.2	6.3	6
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	4.9	6	6.1	6	5.4
Satisfaction with the overall service provided by hotels and guesthouses	7.9	7.6	8.1	8.3	7.8
Satisfaction with food service in the restaurants	6.7	7.4	7.8	7.6	7.5
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7	7.4	7.5	7.3	7.2
Satisfaction with the level of urban and inter-city transportation	7.4	7	7	6.6	7.1
Satisfaction with the linear phone services	6.8	8	7.8	8	7.4
Satisfaction with cellular phone services	7.3	7	7.2	7	7
Satisfaction with the services provided by the insurance companies	6.3	6.1	6.2	6.4	6.1
Satisfaction with the education at elementary and high schools	4.3	6	4.9	5.6	5.5
Satisfaction with the quality of the universities	6.6	7.2	7.4	7.5	7.2
Satisfaction with the health care services	7	6.9	7.1	7.4	6.5
Satisfaction with the welfare and assistance services	5.4	5.7	5.2	6.6	5
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	7.6	7.1	6.6	7.7	6.5
over all Satisfaction	5.9	6.3	6	6.3	6.3

***Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)***

	jerusalem	central israel	northern israel	southern israel	northern sharon
Satisfaction with the overall quality of Israeli industrial products	7	7.3	6.7	7.3	7.7
Satisfaction with the services provided by the ministries	4.5	4.3	4.7	4.6	4.5
Satisfaction with the services provided by the municipalities / local councils	4.6	5.4	5.2	5.4	5.7
Satisfaction with the quality of agricultural products	7.7	7.3	7	7.6	7.6
Satisfaction with the food industry quality	8	8	7.6	7.8	8.2
Satisfaction with the service provided by the cable and satellite companies	7.5	6.3	6.6	6.5	6.9
Satisfaction with the services delivered by the banks	6.2	6.3	6	5.7	6.2
Satisfaction with that which is done in the field of electric conductance	6.9	6.9	6.8	7.2	7.4
Satisfaction with that which is done in the water resource management system (water supply and savings)	6.9	6	6.6	6.5	5.6
Satisfaction with the building quality and service in Israel	6.8	6.5	5.9	6.2	6.6
Satisfaction with the level of service provided by plumbers, technicians repairing washing machines, garages, etc.	6.1	5.7	6.1	5.3	6.1
Satisfaction with the overall service provided by hotels and guesthouses	8.3	7.9	7.5	7.8	7.9
Satisfaction with food service in the restaurants	8	7.5	7.1	7.3	7.8
Satisfaction with level of service provided by such establishments and stores such as food, electricity, electronics, clothing and the like	7.4	7.4	7.2	7.3	7.4
Satisfaction with the level of urban and inter-city transportation	7.4	6.8	7	7.2	7.1
Satisfaction with the linear phone services	7.9	7.7	7.8	7.6	7.4
Satisfaction with cellular phone services	7.4	7	7	7.2	7.1
Satisfaction with the services provided by the insurance companies	6.2	6.1	6.2	5.9	5.9
Satisfaction with the education at elementary and high schools	5.3	5.2	5.5	5	5.9
Satisfaction with the quality of the universities	7.4	7	7	7.2	7.3
Satisfaction with the health care services	6.9	6.7	6.5	7.2	7.2
Satisfaction with the welfare and assistance services	5.7	5.2	5.6	5.4	6.3
Satisfaction with such community services as cultural, youth and sports centers, daytime clubs for adults and so forth	6.5	7.1	7	7	7.7
over all Satisfaction	6.3	6.2	6.2	5.9	6.5

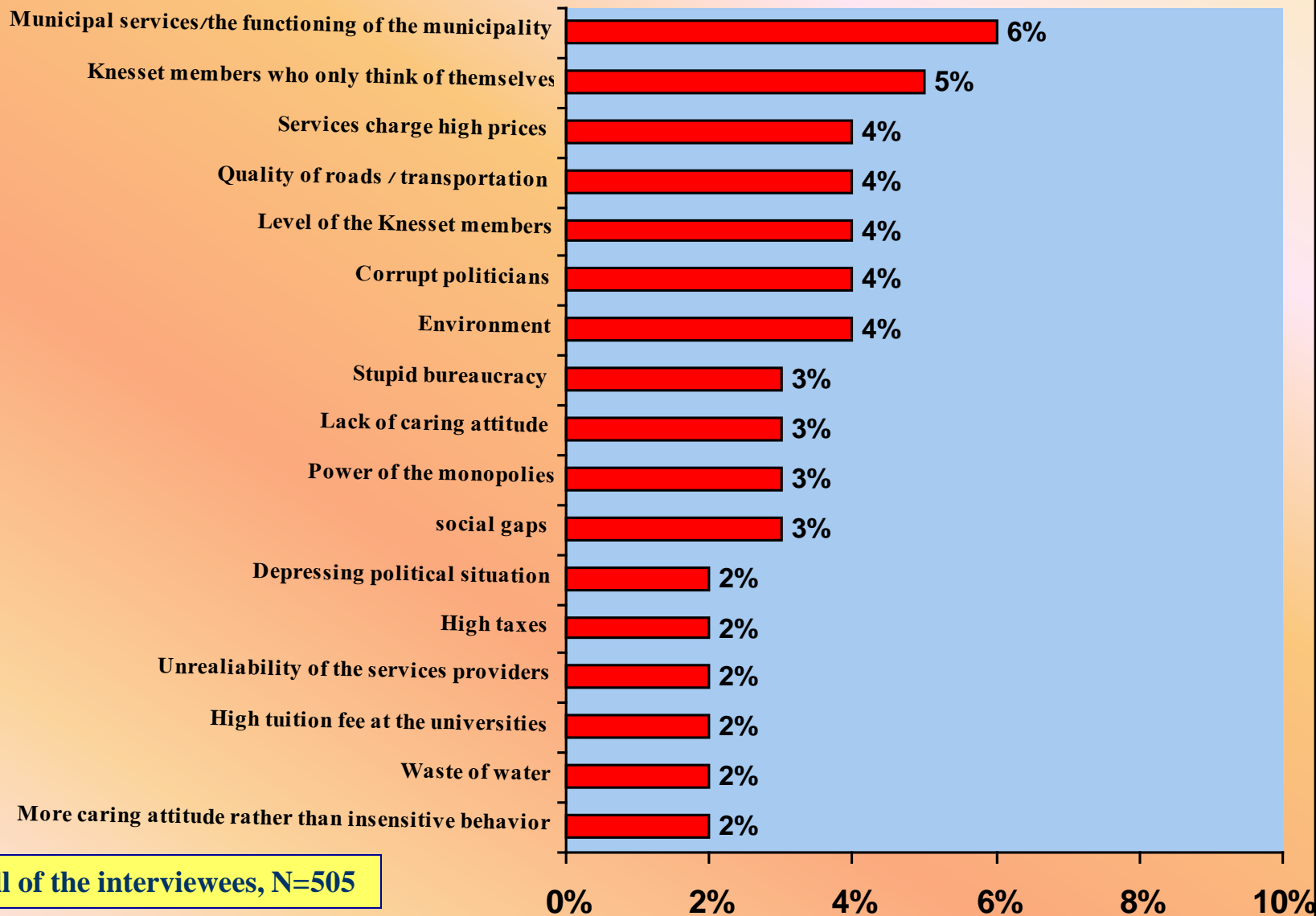
***Fields Which Received Emphasis – Statistically Significant Differences
(for Groups Comparing 30 Interviewees and Above)***

7. Is there something which is disturbing to you in the services provided by the state and which you would like to improve or change?(unassisted question)



Basis : All of the interviewees, N=505

Is there something which is disturbing to you and which you would like to improve or change? -unassisted – continuation of the questions



Basis : All of the interviewees, N=505

Is there something which Is disturbing to you and which you would like to improve or change? -unassisted – continuation of the questions

